



# Foreign Affairs Handbook

## 6 FAH-5 – International Cooperative Administrative Support Services Handbook

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## VOLUME ISSUANCE

### MAJOR CHANGES

1. This Handbook establishes the International Cooperative Administrative Support Services (ICASS) system in regulatory framework. ICASS is new. It is, in practical terms, replacing the Foreign Affairs Administrative Support (FAAS) system (with the exception of certain billing procedures in FY 97), and fully replaces FAAS beginning with FY 1998. However, ICASS is much more than a replacement for FAAS.

2. ICASS

- Is a customer-driven, voluntary interagency system for managing and funding administrative support services abroad;
- Gives posts the authority to determine how services are delivered, at what cost and by whom;
- Has customer service standards established by the post, with the service provider formally accountable to the customer; and
- Incorporates a full cost recovery system through a no-year working capital fund.

3. To implement ICASS, each mission is taking steps to have the following in place:

- A Council composed of the senior representatives of each agency;
- A charter establishing and empowering the Council;
- Standards by which to measure service quality;
- Designation of service providers;
- Memoranda of Understanding, Councils' agreement with service providers, which include the subscription of services and performance standards; and
- A budget.

4. Officers are reminded that Department-issued materials not codified in the *Foreign Affairs Manual* or its supplemental *Foreign Affairs Handbook* series generally have no regulatory validity (see 2 FAM section 1115.2).

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**(FMP/ICASS)**